



# **Departmental Quarterly Performance Report**

**Department Name: Employee Relations**

**Reporting Period:  
FY 2002-2003  
Second Quarter**

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# Departmental Quarterly Performance Report

Department Name:

Reporting Period:

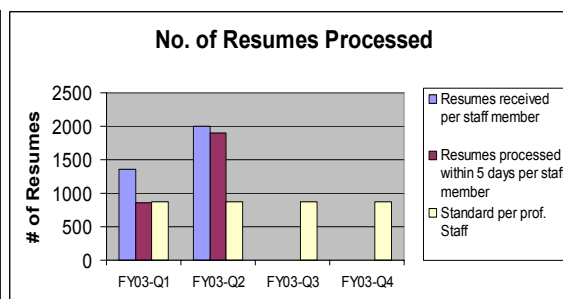
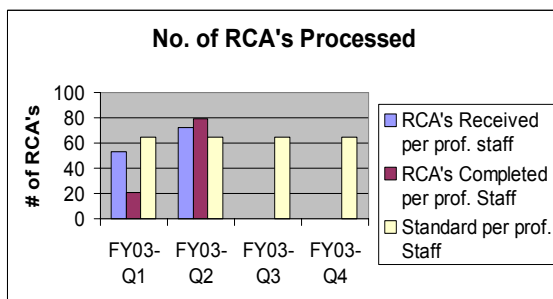
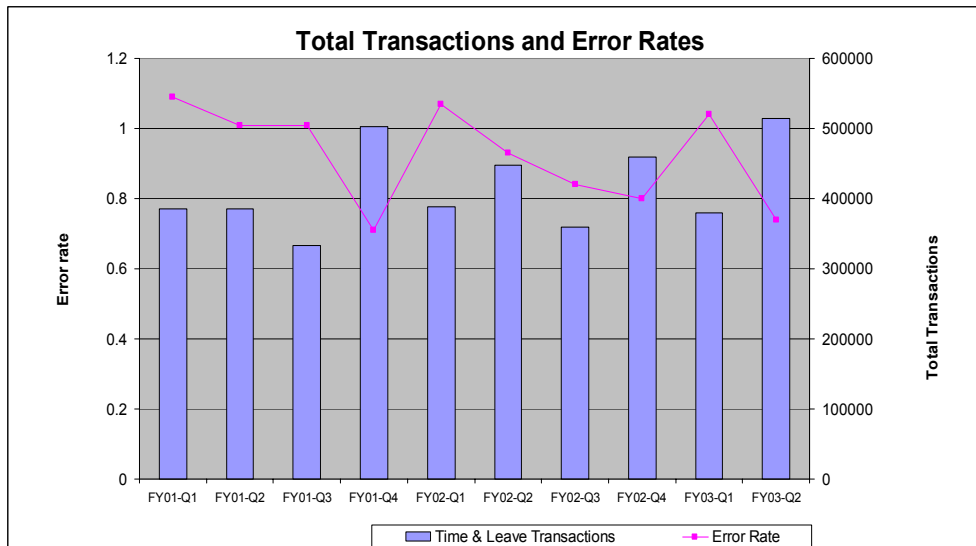
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## *MAJOR PERFORMANCE INITIATIVES*

Describe Key Initiatives and Status

Check all that apply

## Reporting Period:



	1 Qtr	2 Qtr	3 Qtr	4 Qtr
FY 01-02	22	21	19	19
FY 02-03	19	19		

# Departmental Quarterly Performance Report

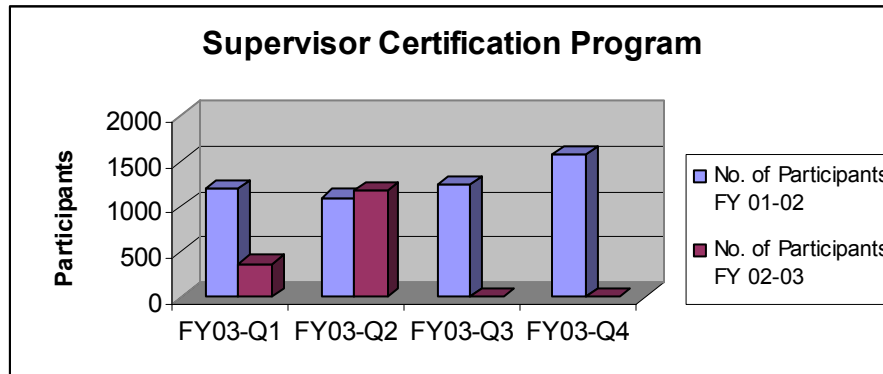
**Department Name:**

**Reporting Period:**

County Mgr. Priority (Circle One): *People* *Service* *Technology* *Fiscal Responsibility*  
Provide countywide training and employee development opportunities to all employees through MDCU. Centralize training programs and provide training solutions to facilitate long range objectives.

More than 120 County supervisors received training on the Americans with Disabilities Act employment provisions during the 2nd quarter of this fiscal year.

ADA Unit/Office of Reasonable Accommodation responded to 274 requests for assistance via telephone/TTY and received 23 visits during the 2nd quarter of this fiscal year.



## Staff Count: Training Unit

	1 Qtr	2 Qtr	3 Qtr	4 Qtr
FY 01-02	6	6	10	13
FY 02-03	13	12		

☐ Strategic Plan  
☒ Business Plan  
☐ Budgeted  
 Priorities  
☐ Customer  
 Service  
☐ ECC Project  
☐ Workforce  
 Dev.  
☐ Audit  
 Response  
 Other \_\_\_\_\_  
 (Describe)

County Mgr. Priority (Circle One): *People* *Service* *Technology* *Fiscal Responsibility*

ECC – 882 Automated payroll entry - Automate entry of payroll information to increase efficiencies

- Phase I (“Home-grown” ITD application)- implementation scheduled for end of current fiscal year (viewed as a short-term solution)
- Phase II (HRIS System). Long-range solution

☒ Strategic Plan  
☒ Business Plan  
☒ Budgeted  
 Priorities  
☒ Customer  
 Service  
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☐ Workforce  
 Dev.  
☒ Audit  
 Response  
 Other \_\_\_\_\_  
 (Describe)

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### *MAJOR PERFORMANCE INITIATIVES*

Describe Key Initiatives and Status

Check all that apply

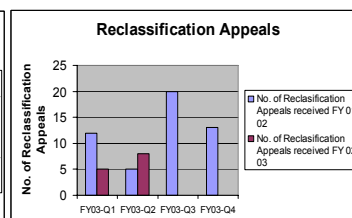
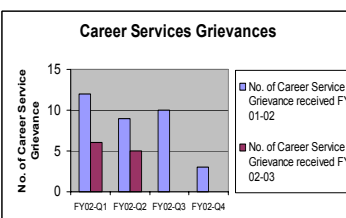
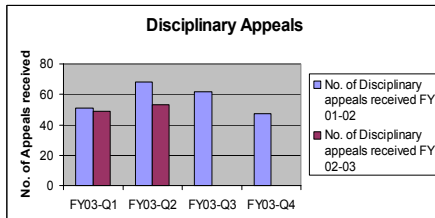
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County Mgr. Priority (Circle One): *People* *Service* *Technology* *Fiscal Responsibility*  
 Maintain a harmonious working relationship between Miami-Dade County and the certified collective bargaining units; greater efficiencies achieved by more balanced collective bargaining with goals of enhanced efficiency.

Process a variety of employee appeals.



## Staff Count: Employee Appeals Unit

	1 Qtr	2 Qtr	3 Qtr	4 Qtr
FY 01-02	3	3	3	3
FY 02-03	3	0		

\_\_\_ Strategic Plan  
 x Business Plan  
 \_\_\_ Budgeted  
 Priorities  
 \_\_\_ Customer  
 Service  
 \_\_\_ ECC Project  
 \_\_\_ Workforce  
 Dev.  
 \_\_\_ Audit  
 Response  
 \_\_\_ Other  
 (Describe)

County Mgr. Priority (Circle One): *People* *Service* **Technology** *Fiscal Responsibility*

ECC 812 Payroll re write – rewrite the employee master file portion of the payroll system facilitating future development of an enterprise HR system

- Implementation scheduled for August 2003
- Provides easier maintenance (table-driven rather than hard-coded) and greater system stability

\_\_\_ Strategic Plan  
 \_\_\_ Business Plan  
 \_\_\_ Budgeted  
 Priorities  
 \_\_\_ Customer  
 Service  
 \_\_\_ Workforce  
 Dev.  
 x ECC Project  
 \_\_\_ Audit  
 Response  
 \_\_\_ Other  
 (Describe)

County Mgr. Priority (Circle One): *People* **Service** *Technology* *Fiscal Responsibility*

ECC-788 Implement an Interactive Voice Response System (IVR).

Expected to be completed by 4<sup>th</sup> qtr 2002-2003

\_\_\_ Strategic Plan  
 \_\_\_ Business Plan  
 \_\_\_ Budgeted  
 Priorities  
 \_\_\_ Customer Service  
 \_\_\_ Workforce  
 Dev.  
 x ECC Project  
 \_\_\_ Audit  
 Response  
 \_\_\_ Other  
 (Describe)

# Departmental Quarterly Performance Report

**Department Name:**

**Reporting Period:**

<p>County Mgr. Priority (Circle One): <b>People</b> Service Technology Fiscal Responsibility</p> <p>Implement an Employee Feedback Survey component to the Management Performance Appraisal Pilot Project.</p> <p>Vendor was selected and Phase 1 of Employee Feedback Survey project will begin May 2002-2003. Develop plans for utilization of Employee Feedback Survey</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted</p> <p>Priorities <input type="checkbox"/></p> <p>Customer Service <input type="checkbox"/></p> <p>Workforce Dev. <input type="checkbox"/></p> <p>ECC Project <input type="checkbox"/></p> <p>Audit <input type="checkbox"/></p> <p>Response <input type="checkbox"/></p> <p>Other _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): People Service Technology <b>Fiscal Responsibility</b></p> <p>ECC 796 Countywide Pay Plan review – Conduct a comprehensive review of the County's Pay Plan and Classification Plan and develop a method &amp; model to simplify both.</p> <p>HR consultant is presently assisting the County in the redesign of County Pay Plan and Compensation system. It is anticipated that the recommendations from the study will result in value added efficiencies: simplify the Pay Plan, expedite the reclassification process, reduce errors in pay administration and provide for better checks and balances on County compensation.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted</p> <p>Priorities <input type="checkbox"/></p> <p>Customer Service <input type="checkbox"/></p> <p>Workforce Dev. <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> ECC Project</p> <p>Audit <input type="checkbox"/></p> <p>Response <input type="checkbox"/></p> <p>Other _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): People <b>Service</b> Technology Fiscal Responsibility</p> <p>ECC 718 Human Resources Mgmt – Continue to assess support services for all service depts. To ensure that all personnel needs are effectively &amp; efficiently met.</p> <p>Initiated a departmental business process review to update existing processes and procedures. The first area to be reviewed is the Recruitment unit. ERD also completed the first Employee Relations Customer Satisfaction Survey which will provide a base line for future performance data and assist in determining user dept. service needs.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted</p> <p>Priorities <input type="checkbox"/></p> <p>Customer Service <input type="checkbox"/></p> <p>Workforce Dev. <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> ECC Project</p> <p>Audit <input type="checkbox"/></p> <p>Response <input type="checkbox"/></p> <p>Other _____</p> <p>(Describe)</p>

# Departmental Quarterly Performance Report

Department Name:

Reporting Period:

## PERSONNEL SUMMARY

### *A. Filled/Vacancy Report*

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
143	145		140	5	144	1				

\* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

### Notes:

#### *B. Key Vacancies*

Personnel Services – Personnel Ops Coordinator – functions as the Admin. Assist. To division director and performs extensive project work. Vacancy has resulted in slippage in the IVR project and greatly impacted daily service delivery as it troubleshoots many operational problems.

Labor Management and Employee Appeals – Secretary: To provide key critical support to the section. Lack of this position jeopardizes the ability to process appeals in a timely manner.

Admin. Services – Personnel-Payroll Services Clerk (1)

Dept. Admin. Admin. Support Unit – Account Clerk: Critical to cost recovery efforts for the dept. including MDCU, employment advertising, etc.

Career Development Division – Program Coordinator for MDCU. This position supports functions of Division Manager and Division Director for MDCU projects.

#### *C. Turnover Issues*

**D. Skill/Hiring Issues** Personnel-Payroll Technicians require 6-12 months of training to acquire knowledge about the personnel and payroll rules, labor agreements, and to utilize the payroll system.

#### *E. Part-time, Temporary and Seasonal Personnel*

*(Including the number of temporaries long-term with the Department)*

Two temporaries are currently being utilized specifically for the backfiling project  
ERD has one long term part time position, Employment Industrial Psychologist.

#### *F. Other Issues*

ASD need to develop and maintain a broader management infrastructure.  
ASD requires more support staff to attend to ancillary duties



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## FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR  Actual	CURRENT FISCAL YEAR						
		Total Annual Budget	Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
<b>Revenues</b>								
♦ Gen Fund	8442	8224	2056	2033	4113	4113	0	50
♦ Reimb	940	1939	485	2033	970	970	0	50
♦								
♦								
<b>Total</b>	9382	10,163	2541	2481	5083	5083	0	50
<b>Expense*</b>								
Salary	7314	7087	1772	1774	3544	3735	-191	53
Fringes	1748	1917	479	626	959	995	-36	52
Other Oper	320	1159	290	345	580	747	-167	64
<b>Total</b>	9382	10163	2541	2745	5083	5477	-394	54

\* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

### **Equity in pooled cash (for proprietary funds only)**

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>Total</b>					

### **Comments:**

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

ERD will be processing reimbursements in the next fiscal quarter to recover costs expended for MDCU including training coordinated for FIU, Miami-Dade Community College, New Horizons; GSA Risk Management; WASD; Testing & Validation; the MOU with MDT/OPTM, etc.

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### ***STATEMENT OF PROJECTION AND OUTLOOK***

**The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:**

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

Requires compliance with the County Manager's mandatory participation in Miami-Dade County University. Also, requires elimination of training redundancy and duplication.

ERD requires focus on performance standards by maintaining staffing levels while moving forward with modernization plan.

More realistic resource levels to comply with value added internal support level.

### **DEPARTMENT DIRECTOR REVIEW**

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

\_\_\_\_\_  
Signature

Department Director

Date \_\_\_\_\_